ATTACHMENT A1

Business Operations and Technical Services (BOATS)

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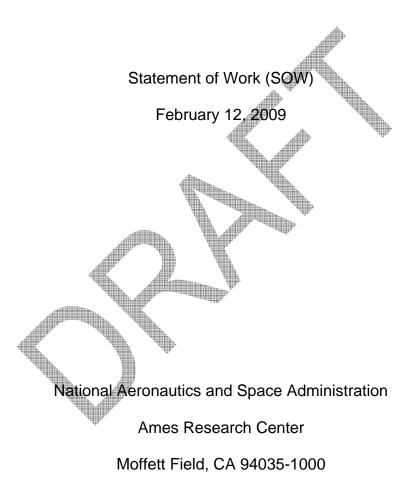

Statement of Work (SOW)

February 12, 2009

National Aeronautics and Space Administration

Ames Research Center

Moffett Field, CA 94035-1000

TABLE OF CONTENTS

1.0   INTRODUCTION

Ames Research Center (ARC) is a field organization of the National Aeronautics and Space Administration (NASA). The Center's primary location is Moffett Field, California. The mission of Ames Research Center is to enable exploration through selected development, innovative technologies, and interdisciplinary scientific discovery. Ames Research Center manages diverse facilities that include supercomputers, simulators and wind tunnels.

2.0   SCOPE OF WORK

The purpose of this statement of work (SOW) is to detail the support provided for the administrative and technical services that enable the Center to fulfill its mission.

The contractor shall provide support, personnel, equipment, materials and facilities (not otherwise provided by the government, see Section J.1(a), Installation Provided Government Property) to perform the work described in this statement of work. The contractor shall support the requirements to be performed under this contract, as defined in contract task orders (CTOs), and assure the availability of qualified personnel for timely response. Tasks and funding may be added, deleted or modified as Agency, directorate and division requirements change.

The contractor shall comply with NASA policy guidelines and standards of Section 508 of the Rehabilitation Act.

The contractor shall obtain supplies, in accordance with Section H ARC clause 52.231-91 CONTRACTOR PURCHASING, necessary and incidental tied directly to contract performance.

The services required under this contract shall be provided primarily at the Moffett Field site. These services also may be required at other sites that will be outlined in the task order and approved by the contracting officer.

3.0   GENERAL REQUIREMENTS

The general requirements outlined below are applicable to all of the functions identified in Section 4.0, Functional Areas.

3.1   Environmental, Health and Safety Programs

The contractor shall be knowledgeable of, and comply with, the environmental, health and safety regulatory requirements associated with these programs. The contractor shall:

- Develop plans, implement procedures and keep current records and documentation regarding compliance with these programs

- Keep current records of its distribution of hazardous substances at the Center

- Keep current records of its use of controlled substances whose excess or waste is hazardous to personnel or to the environment

3.2   Hours of Work
The Center's core business hours are 9 a.m. to 3:30 p.m. If hours vary, specifics will be addressed in the applicable CTO.

3.3   Security Classification Requirements
The contractor shall have a facility clearance level of Secret, in accordance with Section I clause, *Security Classification Requirements*. Some contractor personnel shall be required to have security clearances up to and including the Secret level, which will be addressed in the applicable CTO.

3.4   Regulations and Guidance Documents
The contractor shall comply with Federal, Agency, Center or other comparable regulations and guidance documents applicable to the work performed under this statement of work. Applicable regulations and other directive documents will be provided to the contractor by the government. In addition, where appropriate, the contractor shall be required to create, comply with and maintain the currency of standard operating procedures or other procedural guides and related documentation that describe the work being performed in fulfillment of this statement of work.

4.0   FUNCTIONAL AREAS

Contract task orders will define the specific requirements and address milestones, deliverables and schedules for the functional areas described in this section.

4.1   GENERAL ADMINISTRATIVE SUPPORT
In accordance with CTOs, the contractor shall perform clerical duties, including but not limited to:

- Filing office documents

- Taking meeting minutes

- Tracking requests for services

- Maintaining various Ames databases as specified

- Planning and coordinating meetings, events and special projects

- Answering phones

- Preparing travel arrangements, orders and vouchers

- Requesting visitor badges

- Sorting and distributing mail

- Preparing, organizing and maintaining files and records (includes spreadsheets, charts, graphs and project documentation)

- Monitoring visitor reception area

- Preparing agendas and information packets

- Drafting, processing and finalizing letters and correspondence

- Compiling, copying and distributing documents

- Managing office supplies

- Maintaining property records

- Scanning documents for electronic mailing

4.2   ACQUISITION

As required by CTO, and in accordance with applicable laws and regulations, the contractor shall support ARC in all aspects of procurement and administration.

4.2.1   Contractual Support

In accordance with CTOs, the contractor shall support and perform the following requirements:

- Meet with customers to understand requirements

- Assist customers to generate documentation such as statements of work, justifications for sole source acquisitions, etc.

- Generate pre-award documentation

- Conduct pre-award fact-finding, market research, etc.

- Support the contracting officer in developing an acquisition strategy

- Support source evaluations

- Generate award documentation for contracting officer's signature

- Support the administration of contracts

- Process supporting documents related to grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions

4.2.2   Procurement Analyst Activities Support
In accordance with CTOs, the contractor shall:

- Enter data into the Federal Procurement Data System

- Run reports and analyze data pertaining to procurement activities

- Perform audits of contractual documents to ensure the accuracy of electronic reporting systems

- Support the bankcard team with auditing, reconciliation and other bankcard-related activities

4.2.3   Office Administrative Support
In accordance with CTOs, the contractor shall:

- Support purchase request (PR) screening

- Enter acquisition-related data into spreadsheets or menu-based management information systems

- Generate reports

- Review, generate and track documents

- Perform key operator functions for Acquisition copiers

4.3   COLLABORATIVE ROBOTICS GROUP

As required by CTO, the contractor shall support robotics projects at Ames to increase the public's support for the advancement of robotics technologies required for extraterrestrial exploration and engage students in NASA's robotics projects directly through missions of opportunity.   Within this section are current projects (listed below). However, during contract performance additional projects may be supported as directed by CTO.

- Robotics Alliance Project

- Lunar Micro-Rover Project

- General Robotics Project

In accordance with CTOs, the contractor shall:

- Support programs and activities (on- and off-site) designed to provide information about the project or program

- Provide support for public outreach and educational activities as required by the project

- Schedule events, coordinate logistics, coordinate with internal and external partners, recruit volunteers, conduct teacher workshops, evaluate and report on events

- Provide support in the areas of research, design, development, evaluation, dissemination and maintenance of projects and programs

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4.4   DIVERSITY AND EQUAL OPPORTUNITY

As required by CTO, the contractor shall support the Office of Diversity and Equal Opportunity (ODEO) promoting and advocating equal opportunity (EO) for underrepresented groups at Ames Research Center and encouraging management and employees to embrace diversity concepts and philosophy within the workforce. The contractor, as required by CTO, shall support the ODEO to advise Center management and employees in all aspects of discrimination complaints based on race, color, national origin, religion, sex, age, mental or physical disability under 29 CFR 1614, MD-715, MD-110, and other Headquarters ODEO, EO and diversity policies and initiatives.

In accordance with CTOs, the contractor shall:

- Compile, develop, maintain, monitor and analyze workforce demographic data

- Support training, conferences and special events

- Perform standard deviation and parity analysis of Ames workforce and compare with external labor force

- Assist with preparing documents and reports pertaining to EO counseling

- Track, maintain and record diversity statistics for Ames' student population

- Assist in composing and monitoring compliance with the ODEO strategic management plan

- Obtain, coordinate and disseminate information

- Assist with developing and updating lists and databases

- Contribute to the strategic plan matrix for EO and diversity programs

- Assist with diversity and EO research data related to NASA, Ames, local and national statistics

4.5   DOCUMENTATION

As required by CTO, the contractor shall assist in providing administrative, technical and professional services to Ames resident staff including publications processing, library services, records and directives management, and Ames Management System support.

4.5.1   Publications Processing Support

In accordance with CTOs, the contractor shall:

- Provide publications processing support for NASA Formal Report Series, publication of documents in technical journals, and presentations at professional meetings

- Maintain the publication document from receipt through distribution and electronic archiving

- Comply with Federal, Agency and Center regulations outlining publishing policies and requirements, and other applicable publication requirements and guidebooks

- Prepare documentation file folders, make backups of all electronic work files, keep suspense files current, prepare final versions of correspondence and other distributed materials, and file all documentation incident to these functions

- Identify sources and vendors for word processing and editing support for both non-technical and technical documentation and manuscripts dealing with advanced subject matter such as: aeronautical or physical sciences; mathematical theory, and engineering; non-technical documents intended for administrative support audiences, educational audiences and the general public

- Archive Scientific and Technical Information (STI) documents to the NASA Center for Aerospace Information (NASA CASI), and ensure that all STI documents sent to NASA CASI have an approved NASA Form (NF)-1676, and are in electronic format

- Track, maintain and transfer a copy of the NF-1676 and its associated full-text STI, after approval, to NASA CASI

- Proofread all reports, papers and journal articles for proper spelling, punctuation, capitalization, syntax and grammar, prior to publication

4.5.2   Library Support

In accordance with CTOs, the contractor shall:

- Assist the government in ensuring that scientists and the public can readily find and share research results

- Verify bibliographic data

- Maintain records that identify order status and claim materials not received

- Receive, inspect and record invoice and payment information, and provide financial reports

- Maintain the Center's holding records for all electronic journals

- Process and add purchased electronic materials or links to the library Web site

- Catalog, classify and add book materials to the collection

- Assist the government in placing orders for the library

- Charge books both in and out, keep records current so that materials are traceable, shelved regularly, routed to customers as requested, and ensure that materials are returned

- Ensure library materials are accessible to library customers

- Locate information for library customers using the collections and resources at the Center, other libraries outside the Center, and electronic literature searches such as DIALOG Information Services, World Wide Web, NASA Aeronautics and Space Database, Defense Technical Information Center, and Online Computer Library Center

- Use information retrieval methods best suited to obtain timely and comprehensive results for the customers, and format results as needed by the customers

- Obtain interlibrary loans when materials are not available at the Center, and loan other libraries needed information and materials

- Comply with copyright restrictions at all times

- Ensure that selected staff librarian(s) in cataloging, materials selection and reference functions possess a master of librarianship, master of library and information sciences, or master of library science degree. Selected staff must hold a security clearance

- Track, update and maintain the library collection

- Initiate and track library acquisitions (NASA purchases all library materials directly from vendors)

- Keep all reference materials current

4.5.3   Records and Directives Management Support

In accordance with CTOs, the contractor shall:

- Assist in conducting reviews of record inventories, reduce record holdings, and manage archival activities

- Assist in the submittal and retrieval of records from the Federal Records Center and other official records facilities holding Ames' Federal records

- Prepare, document and follow up on deliverables associated with the monthly Center records liaison meetings

- Assist with the coordination, review and concurrence of Agency- and Center-level policies and requirements documents

- Support program planning and execution of events as required

- Provide weekly and monthly reports

4.6   EDUCATION AND OUTREACH

As required by CTO, the contractor shall assist the Center in providing mission-based education and outreach materials, services and events to the formal and informal education communities from K-12 to community college to university, including students, teachers, parents and education professionals as well as the general public. In addition, and as described in this section, the contractor shall assist in the operation of several unique facilities including: the Ames Exploration Encounter, the Educator Resource Center, the Distance Learning Network and the Ames Exploration Center. The contractor shall also support the Center in working with a variety of contractors, organizations and education partners, and with the Center's scientific, engineering and management organizations to develop mission-based education and outreach materials, services and events.

Within this section are current projects (listed below). However, during contract performance additional projects may be supported as directed by CTO.

- Ames Exploration Encounter (AEE) Program (K-12)
- Higher Education Programs and Projects
- Educational Outreach and Project Development

In accordance with CTOs, the contractor shall:

- Support the development of the docent program by recruiting, training and placement

- Provide training and guidance for the docents in the AEE Program

- Provide pre- and post-AEE exercises and assignments to teach students and to support science and math teachers in their classroom course development efforts

- Ensure the facility, educational materials and equipment are functional and ready for use

- Support the Center in keeping external organizations and individuals informed about the accomplishments of the AEE

- Provide support in program marketing, and in recruitment and selection of participants

- Support the university affairs undergraduate, graduate, post-doctoral and faculty programs

- Track participants when their internship period is completed

- Arrange for internship participants to attend orientation activities, award ceremonies, workshops and summer lecture series

- Provide timely and accurate input to the NASA education evaluation system on a monthly basis

- Present information about NASA's educational programs and projects to the public and educational institutions

- Support events (e.g., Aero Expo, Space Day and National Engineers Week) by scheduling, handling logistics, coordinating with partners, recruiting, conducting teacher workshops, and evaluating and reporting

- Provide required technical, administrative and other assistance to programs not specified in this SOW.

4.6.1   Informal Education Programs and Projects Support

In accordance with CTOs, the contractor shall:

- Support Engineers Week, Yuri's Night, family nights, educator workshops and other educational events

- Schedule events, coordinate with partners, present designs, develop evaluation tools and workshop evaluations

- Recommend activities to support off-site events

- Work with NASA partners to deliver NASA content

- Provide weekly write-ups and evaluations of each activity

- Collect survey data

- Set up and tear down displays taken to events

4.6.2   Lunar Crater Observation and Sensing Satellite (LCROSS) Education and Public Outreach Support

In accordance with CTOs, the contractor shall:

- Establish and maintain partnerships with professional, educational and commercial entities

- Maintain the LCROSS Web site, including regular chats and video segments

- Assist with Return to the Moon Family Night at Ames

- Assist with NASA Quest Challenge(s)

- Work with planetariums and science centers to develop Return to the Moon programming, and to create content for the ViewSpace kiosk and visitor center programs

- Collaborate with the Lunar Reconnaissance Orbiter and Lunar Precursor Robotic Program in implementing Return to the Moon programming and events in diverse and unique settings, such as Second Life

- Assist in developing content for the Ames Speakers Bureau, articles and radio segments

4.6.3   Smart Skies Education Products and Outreach Support

In accordance with CTOs, the contractor shall:

- Disseminate educational publications, and graphic and video materials

- Conduct professional development workshops

- Submit articles or papers for educational publications

- Support NASA booths at major educational venues

- Support the NASA and Federal Aviation Administration partnership in education outreach

- Update and maintain the Smart Skies Web site

- Provide data and participant reports and briefings as required

- Identify potential partnerships, collaborations and business opportunities

4.6.4   Visitor Center Operations Support

In accordance with CTOs, the contractor shall:

- Operate the Ames Visitor Center (also known as the NASA Ames Exploration Center)

- Coordinate visitor center programs

- Staff the visitor center and serve as host providing information to visitors

- Work with the cognizant facility and exhibits personnel to maintain the facility, displays, traveling exhibits programs, events, other outreach and public service programs

4.6.5   Content Development, Exhibit and Event Support

In accordance with CTOs, the contractor shall:

- Create, design and update exhibits and themes for NASA's outreach opportunities, events and visitor center

- Support the development and operation of traveling exhibit programs

- Support the development of presentations, charts, briefings, brochures, artwork, graphics, written documents, and visual and multimedia products. This may involve work with other ARC organizations providing video, photographic, graphics design and Web services.

4.7   EXPLORATION TECHNOLOGY

As required by CTO, the contractor shall support Center research in autonomous systems and robotics, collaborative and assistant systems, robust software, engineering, science discovery and health management, human performance, human-machine interaction, human-systems integration, reacting flow

environments, thermo-physics, thermal protection materials and systems, advanced sensors and materials, supercomputing applications and engineering, and physics simulation and modeling.

In accordance with CTOs, the contractor shall:

- Assist ARC's strategic planning and advocacy for new programs and projects impacting NASA's human and robotic missions

- Provide written recommendations and assessments of the program

- Provide Exploration Technology support on specific technical issues and strategic programmatic issues based on program development

- Provide oral and written reports about Exploration Technology activities

- Support simulation and structure activities for non-NASA entities

- Provide oral and written assessments of organizational simulation activities as they relate to Ames and the broader NASA community

- Provide reports about the organization's various activities

- Provide insights to Ames leadership on organizational simulation and structure issues

- Support the development of current thrusts in high-performance computing

- Provide assessments of alternative computing strategies for the numerical simulation engineering communities

- Provide technical support for upgrades to NASA's Project Management Tool

- Provide training to resource and other personnel on the use of the tool, and verify updates and new releases

4.8   FACILITIES ENGINEERING AND REAL PROPERTY MANAGEMENT

As required by CTO, the contractor shall support ARC in the oversight of real property assets and related activities including engineering, maintenance, repair, utilities management, construction permitting and master planning.

4.8.1   Facilities Engineering Support

In accordance with CTOs, the contractor shall:
- Track and maintain data in the NASA Real Property Database and the NASA Environmental Tracking System database
- Generate reports and analyze data pertaining to real property map locations
- Gather information and draft center-wide notification messages for construction and maintenance and their associated impacts to the Center

- Review and propose revisions to facilities-related and real property use topics in leases and other NASA-partner agreements
- Prepare facility-related data reports
- Collect and analyze data for energy and water conservation projects, and for Ames solar energy systems
- Provide market research on renewable energy, and energy- and water-conservation products, services and strategies
- Prepare documents related to renewable energy and energy- and water-conservation projects
- Maintain documentation for changes in the facilities' occupancy to update the Facilities Planning Office database
- Maintain the Ames building floor plans in the Ames Graphical Interface System
- Create presentations for facilities utilization planning and proposals
- Update and maintain Web sites for facilities service managers and Ames historic properties
- Gather data and materials to support the Ames strategic plan regarding facilities planning

4.9   HUMAN CAPITAL

As required by CTO, the contractor shall provide support to Center management and civil service employees in a variety of functions such as staffing, employee development, labor and employee relations, and workforce planning.

In the performance of these requirements, the contractor shall strictly observe the provisions of the Privacy Act of 1974 and the regulations and procedures specified in the NASA Privacy Act instructions and shall adhere to Title 5 of the Code of Federal Regulations, Office of Personnel Management instructions, and applicable NASA and Ames implementing instructions.

4.9.1   Employee Development and Training Support
In accordance with CTOs, the contractor shall:

- Provide assessments to identify organizational and employee training and development needs; prepare and conduct team-building activities; and facilitate meetings and discussions

- Implement and maintain programs for leadership and management, academic, project management and career development

- Conduct training and skill gap assessments, providing feedback on developmental areas

- Collect evaluation sheets at end of training courses and assess effectiveness of training

- Conduct trend analyses on collected data to improve Agency fellowship, training, and NASA professional development programs

- Administer full-time graduate education program

- Acquire and maintain information including: eligibility requirements, application procedures and other applicable information for Center and Agency training and development programs available to Ames employees.

- Maintain schedule for use of computer training lab, and assist users as needed

- Research and locate training vendors including those for on-line computer training

- Provide support including logistics, technical requirements, equipment inventory, and training course delivery and scheduling

- Support the development of, and implementation strategies for, the evaluation of training programs, training session effectiveness and efficiency through approved methods, such as direct observation, on-the-spot participant feedback forms and post-training follow-up. Maintain historical data of this information

- Provide registration and evaluation of training courses, conferences and workshops

- Maintain complete records of all training activities

- Compose and submit training announcements and respond to employee inquiries

- Update and maintain the training announcement Web site

- Maintain on-site training rooms, equipment and facilities

4.9.2   Academy of Program and Project Leadership (APPL-WEST) Support

In accordance with CTOs, the contractor shall:

- Provide consultation, course design and delivery, and evaluations

- Conduct skill gap assessments

- Assist Ames employees in preparing individual development plans

- Schedule training sites, lodging and catering services, and provide training materials

- Distribute announcements, registration and confirmation notices

- Collect evaluation data for course delivery, and evaluate programs for effectiveness

- Conduct trend analyses on data collected to improve APPL-WEST

- Maintain and update training files

4.9.3   Student Programs Support

In accordance with CTOs, the contractor shall:

- Support high school, college and graduate student programs, such as the Student Temporary Employment Program and the Student Career Experience Program

- Prepare information and application materials for schools

- Request student information from schools to provide student qualifications to Ames employees

- Provide assistance in the recruitment of candidates

- Track and maintain records of program participants

- Update and maintain student programs' Web site

- Process new student participants

4.9.4   Staffing Support

In accordance with CTOs, the contractor shall:

- Support staffing/recruitment activities and coordinate visits by NASA Headquarters recruitment team and field center recruitment individuals and teams

- Support recruitment efforts and compile materials

- Input vacancy information and selectee's information into the work force tracking system

- Prepare correspondence to applicants and review vacancy folders for close-out

- Track and prepare response to Agency employment inquiries

- Review incoming employment correspondence and application materials to determine appropriate responses

- Answer questions and direct applicants to appropriate employment resources

- Support the Ames Associate Program for individuals who wish to donate their services to NASA Ames

- Receive and process job applications from U. S. citizens and foreign nationals

- Update and maintain current program materials

- Compose letters, reports and supporting documentation for staffing actions (e.g., offer letters, new employee packages), advanced in-hire justifications, recruitment and relocation bonus justifications, and position descriptions

- Support processing of vacancy announcements and selection

- Post announcements, maintain logs and vacancy files, and prepare routine activity reports

- Log and screen applications for basic eligibility and perform preliminary and basic qualification ratings

- Keep human resources (HR) managers informed of vacancy status

- Provide employee information to the NASA Shared Services Center (NSSC)

4.9.5   Relocation Support

In accordance with CTOs, the contractor shall:

- Serve as Center's point of contact for relocation programs and as the primary interface with the NSSC for First-Duty Station, Permanent Change of Station moves, Temporary Change of Station, and Extended Temporary Duty

- Stay current with government relocation policies and procedures

- Provide information on relocation benefits, forms and guides. Collect information from employees and management in order to prepare authorization letters

- Coordinate relocation requirements with Center and Agency travel and relocation organizations, supervisors, financial management, transportation office and human resources managers

4.9.6   Awards and Recognition Program Support

In accordance with CTOs, the contractor shall:

- Support the Center's various award and recognition activities, including monetary awards for civil servants, such as sustained superior performance awards, Spotlight awards, and Ames honor awards; and non-monetary awards such as length of service awards, and contractor NASA honor and Ames honor awards

- Document the Center's award activities in the appropriate database

- Train government employees on the use of the NASA Automated Awards System

- Process certificates, trophies and other non-monetary awards

- Process letters of congratulation to awardees

- Schedule, arrange and publicize award ceremonies and other recognition events, such as special tours and Space Flight Awareness programs

- Coordinate the nomination process for peer awards and non-NASA awards

4.9.7   General Human Resources Support

In accordance with CTOs, the contractor shall:

- Provide personnel management support services to Center organizations

- Process Federal personnel actions

- Research and apply Federal, Agency and Center policies and procedures with oversight from an HR specialist

- Enter data into the NASA Personnel/Payroll System and other NASA systems

- Work with the appropriate organizations to complete personnel actions (e.g., Department of Interior's National Business Center for e-payroll)

- Control property inventory, develop forms, support computer systems and database, and produce statistical and narrative reports

- Track employees required to complete a one-year probationary period. Send appropriate forms and monitor status of appointment through completion

- Track submission of financial disclosure forms for employees required to file

- Support process for restoration of annual leave

- Update and maintain program materials

- Prepare HR-related reports as requested

4.9.8 Integrated Enterprise Management Program (IEMP) Support

In accordance with CTOs, the contractor shall:

- Support the planning and implementation of new IEMP system modules

- Serve as the communications specialist for the Integrated Support Team (IST) for IEMP

- Maintain a Web site for disseminating information as it relates to the IST/IEMP effort

- Support the design and development of marketing and communications tools to present, promote and advertise the IST/IEMP effort

- Conduct communication assessments within designated project areas of IEMP to determine needs, and make recommendations. Analyze and assess results of data-gathering assignments

- Develop plans and procedures, and make recommendations to accomplish program goals

- Monitor project status

- Actively participate in IST meetings, workshops and project updates

- Support overall project planning

- Develop and implement approved change management strategies

- Provide training on new processes

- Prepare informational materials for Center employees

- Document new procedures and data conversion

4.10   INNOVATIVE PARTNERSHIPS

As required by CTO, the contractor shall assist the Center in providing technologies and capabilities for NASA's mission directorates, programs, projects and initiatives through investments and partnerships with industry, academia, government agencies and national laboratories.

4.10.1 Entrepreneurial Initiatives Support

In accordance with CTOs, the contractor shall:

- Coordinate the development of appropriate partnerships, direct marketing efforts internally with NASA scientists and engineers, and with external partners
- Identify potential ARC technologies in all types of research instruments, project plans, data compilations, information archives, and library and database searches, as appropriate
- Assist with assessment of potential internal and external partner technologies
- Review potential technology partnership scenarios to establish future technology partnership opportunities
- Track partnerships, metrics, seed fund projects and success stories
- Prepare metrics reports
- Provide integration support for the diverse portfolio of 'green' projects across ARC
- Make presentations to NASA managers, scientists and external parties
- Keep inventory of the Partnerships Options booklets, Innovative Partnerships (IP) brochures, patent lists, technology opportunity sheets, and update IP Web pages
- Compile and update technology portfolios for Ames research organizations and technology sectors
- Support and maintain the online presence of the IPP program and ARC 'green' projects through its Web site; arrange and coordinate meetings, conferences, seminars, workshops, technology briefings, award ceremonies and events that support technology development partnerships, tech transfer, infusion and licensing

4.10.2 IPP Marketing Support

In accordance with CTOs, the contractor shall:

- Track all marketing activities
- Present IPP information to Ames' staff to facilitate technology partnerships, innovation, patenting and licensing

- Support outreach activities to the private sector and the general public by using success stories published in NASA Spinoffs, Innovation, Tech Briefs and similar publications

- Compile and update technology portfolios of Ames' technologies, facilities and expertise; create high-yield marketing material (e.g., brochures, Web sites, flyers, graphics, posters, technology opportunity/needs sheets, special publications, and presentations)

- Disseminate information about Ames technologies and IP products by participating in high-yield trade shows, conferences and special events

- Identify, investigate and track marketable ARC-funded and -developed technologies, leveraged partnerships, successful technology transfers and commercial applications

- Process innovation disclosures, patent applications and licensing documents

4.10.3 Agreements Administration Support

In accordance with CTOs, the contractor shall:

- Support the drafting, development, documentation and tracking of Space Act, partnership, patent license, cooperative agreements, royalty disbursements and Cooperative Research and Development Agreements using tools such as Space Act Agreement Maker and E-router

- Coordinate with the relevant technology partnership managers, principal investigators, external partners, and legal and other offices as appropriate to facilitate progress of agreements

- Process and monitor disbursement of royalty payments to NASA in compliance with NPD 2092.1, "Royalties and Other Payments Received by NASA from Licensing or Assignments of Inventions", and NPR 2092.1, "Distribution of Royalties Received by NASA from the Licensing or Assignments of Inventions"

- Compile special publications and information to support Space Act awards and other awards and ceremonies

4.10.4 NASA TechTracS (NTTS), Software Release Program (SRP) and Space Act Award Support

In accordance with CTOs, the contractor shall:

- Update the NTTS database with execution of agreements, assignment of inventions, copyrights, IP contracts, grants, agreements, technology disclosures, new technology summary reports, and other pertinent new entries and changes in status

- Generate metrics, success story leads and reports

- Train and support IP staff in the use and understanding of NTTS

- Provide support relating to the development, documentation and administration of NTTS. Configure, deploy and manage a Customer Relationship Management (CRM) application to be used as a module for NTTS

- Work with innovators, export, patent and IT security staff to classify new software for release

- Prepare and track software usage agreements for software being released

- Prepare and verify appropriate software release paperwork for Ames-funded-and-developed software to the public and to other NASA and government agency projects and programs

- Support the Ames award liaison by helping to identify and nominate deserving researchers and technologies for awards

- Coordinate all submissions for NASA Tech Briefs and software release awards for the Space Act award program

- Process paperwork for Space Act Board awards and patent awards in coordination with the Ames award liaison

4.10.5 New Technology Reporting (NTR) Support

In accordance with CTOs, the contractor shall:

- Comply with Federal Acquisition Regulations (FAR) 27.305, "Administration of Patent Rights clauses" and NASA FAR Supplement (NFS) 1827.305 "Administration of the patent rights and new technology clauses," and the Grant and Cooperative Agreement Handbook, NASA Procedural Requirements (NPR) 5800.1 and NPR 7500.1, NASA Technology Commercialization Process

- Comply with FAR 27.305, "Administration of patent rights clauses" and NFS 1827.305 "Administration of the patent rights clauses," and the Grant and Cooperative Agreement Handbook, NASA Procedural Requirements (NPR) 5800.1

- Provide suggestions to improve the process for new technology-related documentation and closeout actions

- Support patent processing and licensing activities from Space Act and cooperative agreements, and contract/grantee technology clearance certifications

- Generate reports, queries, metrics and letters necessary for HQ IPP data calls, contract, grant and agreement closeout, assignment of inventions and copyrights using the NTTS database

- Use the E-router system to process and monitor technology clearances

- Provide monthly new technology status reports to the new technology representative

4.10.6 Small Business Innovation Research (SBIR)/Small Business Technology Transfer (STTR) <u>Level 2</u> Program Support

In accordance with CTOs, the contractor shall:

- Support the development of SBIR/STTR presentations, plans, proposals, reports, metric activities, workshops and conferences

- Monitor proposals, purchase requests, funding requirements, annual technology inventory database reviews, contract awards, and contract administration status/actions of all SBIR/STTR files and associated databases

- Monitor SBIR/STTR solicitation deadlines, reviews and other scheduled actions

- Coordinate training sessions with contracting officer technical representatives (COTRs) in the use of the electronic handbook (EHB) and provide EHB system administration troubleshooting activities when requested

- Obtain and enter contract information in the EHB

- Interact with NSSC procurement staff as necessary on SBIR/STTR contract issues

- Use the E-router system to process and monitor technology clearances in both the SBIR and new technology areas

- Serve as backup Center point of contact for NTTS support and for the Electronic New Technology Reporting (eNTRe) system

- Maintain a working knowledge of Federal Acquisition Regulations and NASA FAR Supplements

- Provide weekly status reports to the SBIR/STTR Program, resource manager and procurement representatives when requested

4.10.7 SBIR/STTR <u>Level 3</u> Center Program and Mission Directorate Support

In accordance with CTOs, the contractor shall:

- Ensure that COTRs have been assigned and have completed technical evaluations for pre-awards and post-awards

- Track the completion of NTRs by patent attorneys

- Establish and maintain databases to support ongoing technology and cataloging activities

- Use the E-router system to process and monitor technology clearances

- Serve as backup Center point of contact for NTTS support and for eNTRe system

4.10.8 SBIR Outreach and Marketing for Levels 2 & 3 Support

In accordance with CTOs, the contractor shall:

- Identify avenues and target markets for events and set up booths

- Coordinate and implement SBIR/STTR marketing communication projects including special events planning, coordination and management creating SBIR/STTR awareness

- Organize the preparation of proposals and presentations using marketing resource materials such as brochures, portfolios, data, slides, photographs and reports

- Track and draft Phase 3 success stories

- Support the development of SBIR/STTR outreach and marketing brochures, flyers, technology opportunity/needs sheets and presentations

- Update the SBIR Web site and related electronic venues

- Prepare status reports and develop metrics of outcomes from marketing efforts

- Track and catalogue the technology readiness level of SBIR/STTR technologies

4.11 INTELLIGENT SYSTEMS

As required by CTO, the contractor shall assist in conducting mission-driven and user-centered computational sciences research that provides advanced technologies for NASA's Aeronautics, Science and Exploration System mission directorates.

In accordance with CTOs, the contractor shall:

- Provide support to the Scheduling, Training Administration and Record project

- Maintain project archives

- Track project inventory

- Document the development of designs, verification plans and test scripts

- Track project schedule and deliverables

4.12 IT CUSTOMER SERVICES SUPPORT

As required by CTO, the contractor shall assist the Center in providing Outsourcing Desktop Initiative for NASA (ODIN) desktop computing and communications support.

4.12.1 ODIN Project Office Support

In accordance with CTOs, the contractor shall:

- Act as the point of contact for the ODIN Project Office (OPO) for receiving and processing SRs for new seats and catalog orders

- Document the OPO processes

- Provide answers to customer inquires

- Provide ODIN data and analysis upon request of the ODIN COTR

- Provide SAP support (ODIN billing execution, SR and PR processing as needed, and invoice payments and reports tracking for COTR review)

- Coordinate SRs received by SERV I and OPO to streamline SR processing

- Provide assistance to ODIN COTR by delivering presentations on client support program status, accomplishments, problems and requirements for support

- Provide process strategies and oversight to ODIN COTR on transitioning all existing desktops and laptops at ARC to a single service

- Provide analysis of revised statutory requirements against existing directives to assess the degree of change necessary to comply with the new requirements

- Provide assistance for developing mechanisms to measure policy effectiveness and compliance

- Receive assignments that involve the application of information management theory for the formulation and feasibility study of proposed computer applications with various computer system architectures and interfaces

- Provide advice, recommendations and comments about the development of business opportunities, including problem areas

- Identify the need for special client support projects and initiate milestones and goals

- Formulate an effective status reporting tool (i.e., document) that will capture contractor weekly status in a condensed and efficient format

- Evaluate and interpret contractor performance metrics

- Research and recommend appropriate actions or interpretation of issues that impact IT organization, customers, or contract partners

- Assist with IT policies, guidelines, and standards for ODIN

4.13 OFFICE OF CHIEF COUNSEL

As required by CTO, the contractor shall assist the Center in providing functional leadership regarding legal services and issues related to all aspects of NASA ARC's activities.

In accordance with CTOs, the contractor shall support NASA attorneys by providing basic legal research services, including searches using legal reference databases (such as LEXIS and Westlaw).

4.14 PUBLIC AFFAIRS AND MEDIA RELATIONS

As required by CTO, the contractor shall assist the Center with appropriate communication of NASA content and activities to the media at large, and operating as the Center's internal and external communication vehicles. This support includes communicating information about the missions, capabilities and accomplishments of NASA and Ames Research Center to the public, news media organizations, political, academic and community leaders, and to diverse and traditionally "under-served" audiences.

4.14.1 Government and External Relations Support

In accordance with CTOs, the contractor shall:

- Support liaison and outreach activities to disseminate information about NASA missions and programs to the public, Federal, state and local government officials, other government agencies, foreign government representatives, stakeholders, academia, international parties and the general public

- Assist with the research, operation and other support services for Ames' government and external relations programs

4.14.2 Public Affairs Support

In accordance with CTOs, the contractor shall:

- Support fundamental assignments in Public Affairs assisting in the management and dissemination of public information to communicate and promote the vision, missions, capabilities, and accomplishments of NASA and Ames

- Research pertinent directives to provide answers to public inquiries

- Develop networks and contacts to generate updates, news stories, and media opportunities about Ames

- Assist with the preparation and delivery of presentations related to work assignments

- Support speaking engagements

- Support the preparation of program publicity including information for print and electronic distribution

- Draft a variety of documents, including registration materials, correspondence, memoranda, invoices, charts, graphs, promotional materials, announcements and other program-related materials

- Maintain electronic mailing lists

4.14.3 Audiovisual Support

In accordance with CTOs, the contractor shall:

- Provide basic video projection, sound reinforcement and specialized lighting for events

- Set up small video projectors and screens

- Design and furnish systems for events (indoor or outdoor) for audiences of up to 400 or more

- Provide staging, setting, rigging, and electrical work

- Produce multimedia presentations including video, sound, photo, text, film, graphics, and animation, which may be integrated digitally into a system that allows the presenter or audience to control their path through the subject matter

- Control analog devices to meet the customer's presentation requirements. The output (publication) media and the production techniques will depend on customer requirements and currently available technology.

- Provide 24-hour turn-around response when required for urgent or critical assignments

- Attend on-site meetings and project reviews as necessary

4.14.4 Video/Multimedia Support

In accordance with CTOs, the contractor shall:

- Produce television, motion picture, and multimedia productions, including audio, video, Web products, and general production services

- Script and edit informational videos

- Provide video production support to create video news files, media resource reels and Web products

- Provide support for live events such as news conferences and presentations including multiple camera video coverage in broadcast quality

- Provide research and technical documentation assistance to the Ames and NASA research community

4.14.5 Audio Support

In accordance with CTOs, the contractor shall:

- Perform digital, non-linear editing using files from a variety of digital or analog sources

- Provide automated digital multi-track mixing for video and motion picture productions

- Produce sound design for video, motion picture and multimedia

- Perform inter-format transfer between HDTV, Betacam SP, Digital Betacam, Digital Audio Tape (DAT), analog tape and computer audio files

- Provide sound effect recordings and editing

- Perform original scoring to picture, or manage and use existing CD music library

- Provide voice talent and recording

- Provide location recording of voice and effects for video and motion picture synchronization

- Provide audio for live television and Web broadcasts

4.14.6 Video Support

In accordance with CTOs, the contractor shall:

- Provide single/multiple camera location shooting in Standard or HDTV formats

- Use location lighting with multiple instruments and color temperatures

- Provide multi-camera coverage of live events with standard studio configurations, including graphics, pre-produced roll-ins, satellite feeds, and audio inputs

- Support mobile multi-camera productions with NASA-provided vehicle and other equipment as necessary

- Send and receive satellite and microwave transmissions as necessary, including C-band and Ku-band, as well as other specialized methods

- Perform specialized acquisitions, including elements such as filtration, lighting, optical, and speed manipulation

- Provide engineering services to support system design, as well as system maintenance and operation to insure signal levels conform to applicable acquisition, post-production/transfer and broadcast standards. Includes HDTV and other commercial digital formats

- Provide digital, non-linear editing and post-production services including Media Composer and other non-linear systems

- Use 2-D and 3-D computer-generated animation and graphics, including art direction and necessary technical support

- Perform file and data transfers between Mac, PC, SGI, Sun and other computers to required formats, including HDTV

- Duplicate or transfer and convert between standard tape formats and digital files and encode as necessary

- Label media and cases and packaging as necessary

4.14.7 Motion Picture Support

In accordance with CTOs, the contractor shall:

- Provide data acquisition and general cinematography in 16/Super,16/35mm formats

- Perform laboratory processing, printing of 16/Super,16/35mm film

- Perform editing of 16/Super,16/35mm film, with audio tracks

- Provide 16/Super 16/35mm viewing facilities as needed

4.14.8 General Production Support

In accordance with CTOs, the contractor shall:

- Perform engineering and facility design and maintenance

- Provide stock footage research and acquisition

- Perform archiving and database management

- Repair and maintain equipment

- Provide location management, scriptwriting, production management, video editing, and legal rights and clearances

- Provide accurate budget and expenses tracking per project

4.14.9 Multimedia Support

In accordance with CTOs, the contractor shall:

- Digitize video, motion picture and audio clips for Web sites, presentations and interactive media

- Transfer digital files to and from video tape or other formats

- Provide multimedia scripting and authoring, including software programming

- Perform CD-ROM and DVD mastering and duplication

- Design and author Web sites

- Provide consultation(s) for customers

- Produce electronic graphics

4.14.10 Photographic Support

In accordance with CTOs, the contractor shall:

- Capture images, under varying conditions of lighting, weather, and positioning, of a variety of test objects (e.g., aircraft, aircraft components, instrumentation, test rigs, laboratory set-ups, wind tunnel models, gun ranges, flight simulators, etc.) before, during, and after testing

- Support aeronautical, biomedical and related programs in specialized situations that include aircraft-to-aircraft, aircraft-to-ground, and wind tunnel tests using

ultraviolet lighting and/or laser sheet lighting to document the air flow around the model

- Photograph accident scenes, Center facilities, construction activities, awards, portraits, news events, and other miscellaneous subjects

4.14.11   Repository Support

In accordance with CTOs, the contractor shall:

- Identify, caption, record, code, file, and preserve photographic originals and captured digital images in accordance with ARC procedures for safeguarding classified and proprietary material in accordance with the Industrial Security Manual. This includes a follow-up system for materials withdrawn from the files, such as NASA originals, 16mm masters, and duplicate negatives

- Establish and maintain protective handling procedures and controls to ensure correct identification of pictures, proper filing, location and retrieval of images

- Utilize a database of all images and maintenance of descriptive information to allow for quick and efficient imagery location and retrieval

- Send and retrieve film products from the Federal Records Center and the National Archives in Washington, DC

- Establish and maintain appropriate procedures and records to document the transmittal of such material

- Assemble photographic print albums

4.14.12   Photographic Archive Support

In accordance with CTOs, the contractor shall:

- Archive all photographic images with photo titles and associated pertinent data

- Operate and maintain the photographic archive storage retrieval systems

- Help users search the storage retrieval systems to locate images of specified subject matter

4.14.13   Digital Archive Support

In accordance with CTOs, the contractor shall:

- Maintain and operate the digital archive

- Scan existing negatives into a standardized digital format

- Create and use an image classification system to describe and identify images according to subject matter, events, and other descriptors

- Digitize images written to transportable media and archive images

- Send digital archives to the National Archives for storage

4.14.14   Electronic Imaging Laboratory Support

In accordance with CTOs, the contractor shall:

- Operate the image scanning station, which includes electronic scanners and electronic imaging workstations.

- Scan negative and positive images, ranging from 35mm to 8" x 10"

- Use computers equipped with programs such as Adobe Photoshop, Illustrator and Pagemaker, to color correct, retouch, assemble, edit, and create new images

4.14.15   Film Laboratory Support

In accordance with CTOs, the contractor shall:

- Operate and maintain a chemical laboratory system for processing a limited amount of film in support of specific scientific projects

- Maintain adequate supplies, notify the government of equipment requiring repair, and perform regular cleaning and minor upkeep of the laboratory equipment and facility

4.15   STRATEGIC MANAGEMENT AND ANALYSIS

As required by CTO, the contractor shall support the Center's Strategic Management and Analysis for Center management, directorates and personnel with management advanced planning, business activities and plans, and portfolio management.

In accordance with CTOs, the contractor shall:

- Schedule appointments and help organize training and tour activities

- Assist in preparation of presentations and reports

- Provide general strategic management and analysis support for the basic elements of the group such as strategic investments, advanced planning, organizational readiness, collaborative awareness process and special studies

- Support strategic and tactical planning

- Assist with reviewing and optimizing business plans and activities for the primary business lines at the Center

- Support special studies, analysis or business capture activities

5.0   ACRONYM LISTING

AEE   Ames Exploration Encounter
APPL-WEST   Academy of Program and Project Management
ARC   Ames Research Center
BOATS   Business Operations and Technical Services
CASI   Center for Aerospace Information
CFR   Code of Federal Regulations
COTR   Contracting Officer's Technical Representative
CRM   Customer Relationship Management
CTO   Contract Task Order
EHB   Electronic Handbook
eNTRe   Electronic New Technology Reporting
EO   Equal Opportunity
FAR   Federal Acquisition Regulation
HQ   Headquarters
HR   Human Resources
IEMP   Integrated Enterprise Management Program
IP   Innovative Partnerships
IPP   Innovative Partnerships Program
IST   Integrated Support Team
IT   Information Technology
LCROSS   Lunar Crater Observation and Sensing Satellite
NASA   National Aeronautics and Space Administration
NF   NASA Form
NFS   NASA FAR Supplement
NPR   NASA Procedural Requirements
NSSC   NASA Shared Services Center
NTR   New Technology Reporting
NTTS   NASA TechTracS
ODEO   Office of Diversity and Equal Opportunity
ODIN   Outsourcing Desktop Initiative for NASA
OPO   ODIN Project Office
PR   Purchase Request
SBIR   Small Business Innovation Research
SOW   Statement of Work
SR   Service Request
SRP   Software Release Program
STI   Scientific and Technical Information
STTR   Small Business Technology Transfer